



Product Bulletin 103

Product	Quantum StorNext® Storage Manager Note: Versions of StorNext® 6.0.x and 6.1.x.
Summary	Use of the File Per Table Conversion script can cause database inconsistencies
Date	April 2019

Problem

As of StorNext® 6.0 customers with older databases were in certain cases recommended to update/convert those databases to an improved underlying format.

Note: This applies to environments that were installed prior to StorNext® 5.2.0 and have run the File Per Table Conversion script.

This format change had to do with how the `mysql` database was persisted on the file system where it was installed; the conversion update was referred to as the **“File Per Table” (FPT) conversion**.

An issue has been found that could occur when the FPT conversion is run.

- In certain circumstances the Storage Manager database can be left in an inconsistent state.
- There is often no indication that this inconsistency has occurred, and normal Storage Manager operations after the conversion are unlikely to be affected.

Note: For more information, contact the Quantum Technical Assistance Center and reference CR 74095; see [Contacting Quantum](#).

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Symptoms

As indicated in the [Problem](#) section, normal Storage Manager operations are likely to proceed without any noticeable issues. There are two issues that may be observed in some rare cases:

- When a file is removed, it cannot be recovered by use of the **fsrecover** command.
- An attempt to retrieve a file will fail with an error of
 - “Medium is not accessible” or
 - “Could not get media info”

The following are notes on whether or not the FPT conversion has been run at your site. If the conversion has been run, it is possible that you have some database inconsistencies:

- If your site was newly installed at StorNext® 5.2 or later, the conversion was not run.
- If your site had StorNext® installed prior to StorNext® 5.2, and has since been upgraded to StorNext® 6.0 or later, the conversion was requested. Your site may or may not have already run the conversion.
- If you started with a file system only install, and then later added Storage Manager, your site may have run the conversion.

If you have run the FPT conversion, or are unsure if it has been run, contact the Quantum Technical Assistance Center; see [Contacting Quantum](#). You will receive assistance in determining if the conversion was run, if it caused any inconsistencies and how to address the inconsistencies.

Solution

This issue is addressed in the StorNext® 6.2.0 release. If the conversion is run after StorNext® 6.2 is installed, the issues described earlier have been corrected and will not be a problem. Thus, it is recommended that prior to running the conversion, customers upgrade to StorNext® 6.2.

Workaround

While running the conversion processing does not always cause issues, the only way to be completely safe is to hold off on running the conversion.

Please WAIT until you have StorNext® 6.2.0 installed before doing the conversion.

Since we are recommending that the conversion not be run until StorNext® 6.2.0, you will likely want to disable the notices that are in place recommending that you run the conversion.

Currently, in the StorNext GUI, if the conversion has not yet been run there is a notification that will be consistently given.

Note: This notification is given when logging into the GUI and will recommend that the conversion be run.

To disable this notification, a GUI property file can be updated to disable the delivery of the notice:

- Edit file: `/usr/adic/gui/config/component.properties`
- The file will contain a line: `cli.fpt.ack.force=true`
- Change the “true” to “false”.

In addition to the GUI notification, there is an Admin Alert that is emailed when starting `mysqld` if the conversion has not been completed. There is a throttling mechanism so that it only happens if an alert has not already been issued in the last 24 hours. To “disable” the alert, edit file:

```
/usr/adic/mysql/bin/mysql_control
```

Change the value of variable “`alert_wait`” from 86400 (24 hours in seconds) to some “large” value to see the Admin Alert less often.

Bulletin and Alert Automatic Notification

To automatically receive future bulletins and/or alerts for Quantum StorNext via email, go to the location below and enter basic information about yourself, your company, and your StorNext product. You will need to provide your StorNext serial number when you sign up.

Go to this location to sign up for automatic notification:

www.quantum.com/stornextbulletins

Contacting Quantum

More information about StorNext is available on the Quantum Service and Support website at www.quantum.com/ServiceandSupport. The Quantum Service and Support website contains a collection of information, including answers to frequently asked questions (FAQs). You can also access software, firmware, and drivers through this site.

For further assistance, contact the Quantum Technical Assistance Center:

United States	800-284-5101 Option 5 (toll free)
EMEA	00800 7826 8888 (toll free) 49 6131 3241 1164
Online Service and Support	www.quantum.com/OSR
World Wide Web	www.quantum.com/ServiceandSupport

(Local numbers for specific countries are listed on the Quantum Service and Support Website.)